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November 29, 2002

VIA FACSIMILE
EXPEDITED PROCEDURE

To: Examiner Olisa Anwah
Group Art Unit No. 2645
U. S. P. T. O.

Facsimile No. 703-872-9314

From: Phillip E. Miller

Facsimile No. 703-761-2375

Re: Enclosed §1.116 Amendment
U. S. Patent Application Serial No. 09/421,363
Our Ref: YOR.121

Dear Examiner Anwah:

Enclosed is an Amendment, responsive to the September 25, 2002 Office Action, which should place the above-referenced case in condition for allowance.

Thank you in advance for your kind consideration of this case.

Very truly yours,


Phillip E. Miller

PEM/cc
Enclosure

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of

Gee-Gwo Mei et al.

Serial No.: 09/421,363

Group Art Unit: 2645

Filed: November 19, 1999

Examiner: Olisa Anwah

For: SYSTEM AND METHOD FOR PERSONALIZING DIALOGUE MENU FOR AN
INTERACTIVE VOICE RESPONSE SYSTEMHonorable Assistant Commissioner of Patents
Washington, D.C. 20231
Box AFAMENDMENT UNDER 37 C.F.R. §1.116

Sir:

In response to the Office Action dated September 25, 2002, please amend the above-identified application as follows:

IN THE CLAIMS:

Please amend the claims to read as follows:

- B 1-53
C 1
1. (Amended) A method for personalizing an interactive voice response (IVR) system to reduce a number of key sequences to reach a desired source of information, comprising:
- storing a caller profile; and
 - retrieving the caller profile to construct a personalized IVR dialogue menu and play out the personalized menu,
- wherein said personalized IVR dialogue menu is at least one of based on a caller access pattern and configurable by said caller.
- B 2-53
C 2
16. (Amended) A system for personalizing an interactive voice response (IVR) system to reduce a number of key sequences to reach a desired source of information, comprising:
- a storage device for storing a caller profile; and